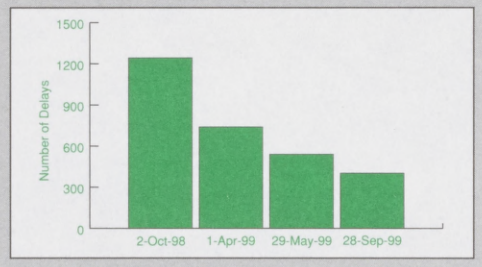
Muni Metro Shows Steady and Dramatic Improvement (continued from front panel)

Finally, and most dramatically, the number of delays has been cut by more than half. In October 1998, there were 1,234 Metro delays per month. Today, that number has dropped to only 403 per month, an improvement of 67%.

Metro Delays Exceeding Four Minutes Decreased by 67% Since September 1998



Delays Exceeding Four Minutes (Based on 30-day periods)

"MUNI Metro has improved tremendously over the past year, in spite of substantial obstacles. We've still got a long way to go until we're satisfied, but what we've achieved this past year should be encouraging to our riders and employees, alike," said Michael T. Burns, MUNI General Manager.

RIDING TIPS

To make your ride and that of others safer and more pleasant:

- ✔ Give up the front seats to the elderly and disabled.
- ✔ Do not wear a backpack on the bus. Take it off and hold it in front of you.
- ✔ For security's sake, keep track of your valuables.
- ✔ Move to the back whenever possible.
- ✔ Exit through the rear door.

San Francisco Public Transportation Commission

H. Welton Flynn, President
Kathleen Knox, Vice President
Gerardo Sandoval
Robert Starzel
Andrew Sun

CONTACT MUNI:

By e-mail at
contactmuni@ci.sf.ca.us

For recorded information about the status of Muni service, call 24 hours a day to the Muni Passenger Hotline at **(415) 554-6999.**

If you have witnessed or have information about workers' compensation fraud, call the Muni Fraud Hotline at **1-888-388-3728.**

For Muni route and schedule information, call **(415) 673-MUNI (6864).**

MUNI FACT:

Muni has the largest fleet of trolley buses In the United States. Hydroelectric energy supplied by the City's Hetch Hetchy Water & Power system makes Muni's electric street-car and trolley bus systems virtually nonpolluting.

The New MUNI NEWS

JANUARY 2000

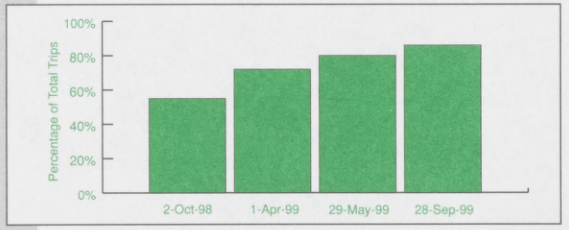
Muni Metro Shows Steady and Dramatic Improvement

Since last fall MUNI's Metro service has shown steady and dramatic improvement. In three areas that matter most to our riders — the availability of cars, the number of delays, and on-time performance — Metro service has turned around. A quick comparison of the numbers from October 1998 with those of October 1999 bears witness to this dramatic turnaround.

In October 1998, only 72 cars were available for service on a daily basis. Today, that number has increased to 95, an improvement of 32%.

On-time performance in October 1998 was 55%. Today, it is at 86%, an improvement of 56%.

Muni's On-Time Performance Increased Steadily and Substantially Throughout the Year



On-Time Performance

Continued on inside flap

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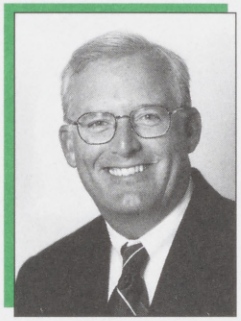
Connecting Communities: Plans for 3rd Street Light Rail Roll Ahead

Plans for light rail service along Third Street got a boost on a bright, sunny Friday, October 15, 1999, when Supervisor Michael Yaki, chairperson of the San Francisco County Transportation Authority presented Mayor Willie L. Brown, Jr. with a $9,000,000 check at a noon-time ceremony at Caltrain Plaza. Entertained by the Visitacion Valley Middle School Band and the Potrero Hill Neighborhood House Youth Gospel Choir, the crowd got a glimpse of the project, due for completion in 2003. Phase 1 will extend the J-Church Muni Metro line from the Embarcadero Station along Third Street and Bayshore Boulevard to the Caltrain Bayshore Station. Ultimately, the plan is to connect communities in the southeastern part of San Francisco with Mission Bay, South of Market, Downtown, Union Square and Chinatown. For more information, contact the project hotline at (415) 703-6655.

From Left to Right: Mayor Willie L. Brown, Jr., Supervisors Michael Yaki, Amos Brown and Sue Bierman.

South of Market Service Concept Plan

On September 28, 1999, Muni GM Michael T. Burns presented the South of Market Service Concept Plan to the Transportation and Land Use Committee of the San Francisco Board of Supervisors (BOS). The South Of Market Area (SOMA) Service Concept Plan presents a number of options and alternatives for improving Muni service in SOMA, which is a portion of the city that is experiencing rapid change in land uses and residential and business development, and is home to the burgeoning multimedia industry. Highlights of the plan include new service on Townsend between 4th and 8th Streets, a high-frequency corridor through the center of SOMA, improved 19-line service, additional late evening service, and better connections between SOMA and surrounding residential neighborhoods.



General Manager Michael T. Burns

The plan was developed through a series of workshops with representatives from neighborhood and business organizations from SOMA and surrounding neighborhoods, Muni staff, city staff, and other interested individuals. Muni is currently holding public meetings in the community to receive comments on the plan. The next

Muni Readies for the Millenium

As January 1, 2000, approaches, we're getting more questions about Muni's Y2K status. We have thoroughly inventoried and assessed our "mission critical" embedded chip and mainframe software systems that could have a significant impact on service, and are pleased to report that these systems are Y2K ready. Where necessary, we have completed upgrades to bring systems into compliance. We have also successfully tested all of our key systems, including light rail and electric trolley fleets and the Advanced Train Control System. Our diesel bus fleet is also ready for Y2K.

Prototype of Muni's new electric trolley coach being tested in San Francisco. The first of 240 coaches will arrive and be in service starting the middle of next year.

South of Market Service Concept Plan (cont.)

step will be to develop a staff recommendation, and to return to the BOS and the Public Transportation Commission (or successor agency) later this year with the recommendation and a funding request. Muni expects to begin implementing elements of the plan next year.

For more information on the SOMA Service Concept Plan, call Duncan Watry in Capital Planning & Grants at 923-2127.